

21 MDG

WELCOME!

COLORADO

Air Force Space Command

Guardians of the High Frontier



U.S. AIR FORCE

21st Medical Group Healthcare Consumers Advisory Council 26H6A66

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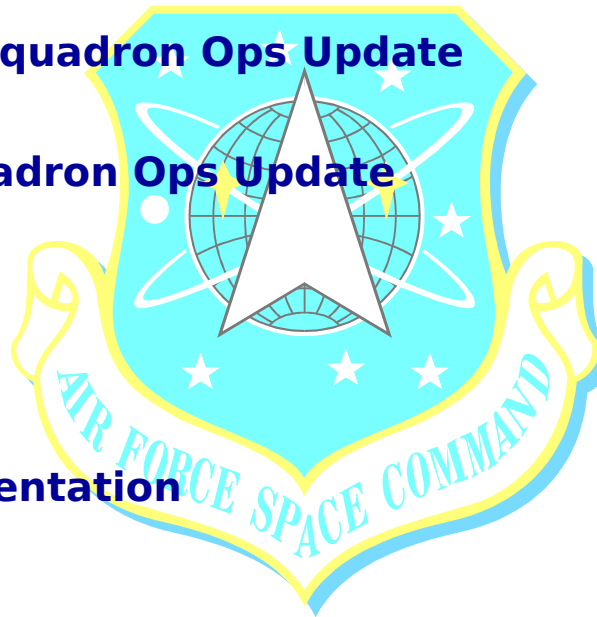


HCAC Agenda



21 MDG

- **Introductory remarks** **Col Allen**
- **Dental Squadron Ops Update** **Col Cardon**
- **Aerospace Medicine Squadron Ops Update** **Lt Col**
Carlton
- **Medical Operations Squadron Ops Update** **Lt Col**
Adams
- **Medical Support Squadron Ops Update** **Lt Col White**
- **Facility Projects** **TSgt**
Conner
- **Pharmacy Update** **Maj**
Karamarinov
- **Microbiology Implementation** **MSgt Maxwell**
- **Patient Advocate** **Ms**
Zancanella
- **Questions/New Business** **Col**
Allen/All
- **Closing Remarks** **Col Allen**





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Introductory Remarks



***Colonel Mark
Allen***

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21st Medical Group



21 MDG

Mission

Conduct ever-improving medical operations with an expeditionary focus and community commitment

Vision

The Most Trusted Team of Medics Defending the Nation

Goals

Sustain Maximum Readiness Capability

Deliver Outstanding Healthcare Integrating Quality, Access and Cost

Provide a Safe and Healthy Environment

Medics Taking Care of Medics - Ensure They Get What They've Earned



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ental Squadron Ops Update

**Colonel Paul
Cardon**

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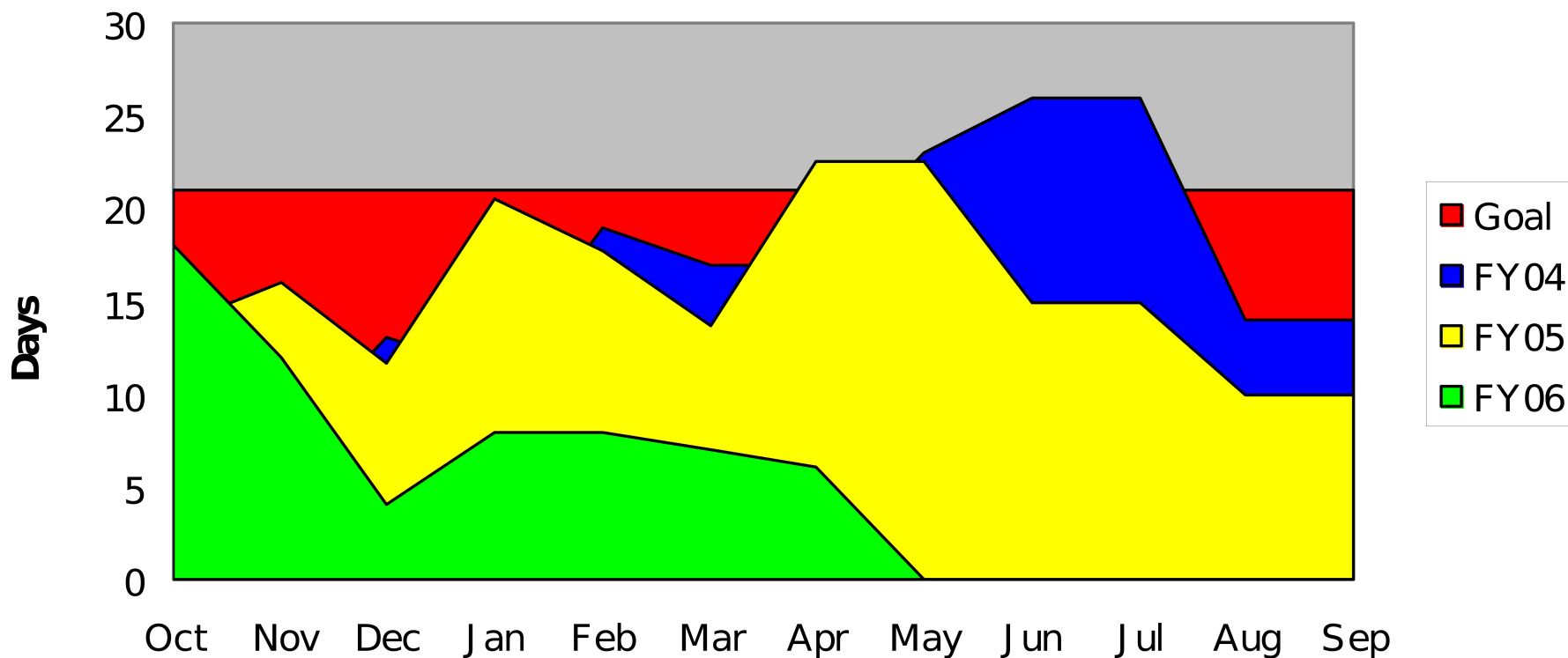
Dental Sq Ops Update



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- **AF Standards for Access to Dental Care**
 - **General Dentistry = 21 days**
 - **Specialties = 28 days**

PAFB/SAFB Access to General Dentistry





Dental Sq Ops Update



- **Electronic Dental Patient Satisfaction Surveys**
 - **Not same as Service Delivery Assessment (by phone)**
 - **Must have @____.mil email address saved by clinic**
 - **Email survey sent to patients after clinic visit**
 - **Results of survey answers reported quarterly**
 - **Satisfaction with clinic/care**
 - **Appt wait time**
 - **Helpfulness of front desk, etc.**
 - **Comments available daily for review by clinic staff**



Dental Sq Ops Update



- **Confusion with email appointment reminders**
 - **Driven by web-based scheduling software application**
 - **All 21 DS patients viewed as *belonging to PAFB***
 - **Messages to scheduled SAFB, CMAFS patients remind of appointments 'at PAFB Clinic'**
 - **Unable to modify message based on unit of assignment**
 - **Feature being turned off for SAFB/CMAFS patients**
 - **Affects electronic Patient Satisfaction Survey access**



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Aerospace Medicine quadron Ops Update



***Lt Col Charles
"Tuna" Carlton***

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Aerospace Medicine SQ Ops update



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- **Recent Mump Outbreak and what it means to us in CO**
- **HAWC Update**
- **Deployment Issues / PDHRA update**
- **PIMR Update**
- **Flt Med**





Mumps Epidemiology



- Iowa experienced a large Mumps outbreak that began in Dec 05
 - Majority of cases occurred in ages 18-25
- **Additional cases in IL, IN, KS, MI, MN, MO, NE, and WI**
- **No Confirmed cases in Colorado as of 25 Apr 06**
- **Most states currently require 2 doses of Mumps vaccine for school-age children (usually combo vaccine-MMR)**
 - 1 dose gives 80% immunity; 2 doses gives >90%
- **Immunity is normally considered as:**
 - Born before 1957, or 1 dose of vaccine, or positive mumps titer
- **During outbreaks:**
 - 2 doses recommended for “At-Risk” groups:
 - Individuals never vaccinated or never having mumps
 - Health Care workers (esp ER and Primary Care)
 - School-age children & students of post-high school educational institutions
 - Pregnant individuals will get a lab titer instead of vaccine
 - *Exception: only 1 dose if born before 1957*



Mumps 101



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- **Mumps is a vaccine-preventable viral infection**
 - **Non-specific symptoms: fatigue, fever, headache, decreased appetite**
 - **Many patients develop tender swelling of salivary glands**
 - **Complicated cases can have painful swelling of many glands: salivary, testicles, ovaries, breasts, brain, and spinal cord**
 - **Transmission: Direct contact with respiratory droplets, saliva, or contact with freshly contaminated surfaces.**
 - **Incubation period: 16-18 days**
 - **Individuals are contagious 2-7 days prior and 9 days after onset of symptoms.**
 - **Individual treatment is aimed at controlling symptoms**



Current 21 MDG/AFSPC Plan



- **AFSPC identified 52 AD personnel from PAFB, SAFB, and CMAFS with unknown Mumps status**
 - **Contact units to get these individuals vaccinated**
- **Contact the AFCITA programmer to create a custom listing of mumps status with numbers of vaccines:**
 - **If evidence of spread to CO we may vaccinate "At-Risk" groups**
 - **2 doses would be confirmed and/or administered for:**
 - **Health Care Workers first**
 - **Troops in the dormitories second**
 - **Documented history of Mumps disease or Mumps immunity (lab test/titer) will be accepted in place of the 2 dose requirement**
 - **Only 1 dose if born before 1957**
 - **Pregnant individuals will get a lab titer instead of vaccine**
- **Predict vaccine supply needs before and as the demand/situation changes**
- **Base paper article submitted and providers notified**
- **Positive mumps cases will be excluded from school/work (isolation) while contagious--Dorm residents should remain in their room**



Aerospace Medicine Sq Ops Update



- **19 May - HAWC/SVS are sponsoring Health/Fitness Fair**
 - **Location: Base Fitness Center**
 - **For more information call 556-1515**
- **24 May - HAWC/SVS are sponsoring a Retiree Lunch/Learn Workshop**
 - **Healthily Living will be discussed**
 - **Location Base Fitness Center**
 - **For more information/Reservations call 556-1515**



Aerospace Medicine Sq Ops Update



■ Post Deployment Issues

- New DoD Post Deployment Reassessment (PDHRA) requirement
 - UDM will contact troops 90 days post-return to complete the DD2900 (PDHRA) online between 90-180 days.
 - PRP personnel have to complete the PDHRA in the MTF
 - MDG PDHRA monitors will monitor/review/track DD2900's via PIMR on daily basis

■ PIMR 21 SW currently at 86%

- Monthly UHM meeting - mandatory for all SQDNs
- QNFT will be incorporated in wing PIMR requirements

■ Flight Medicine Clinic - “Right Sizing” Empanelment

- DEC 2005 AF/SG memo clarifying empanelment rules for Flt Med.
- Determined by Flyers, Special Operational, and Dependents IAW 48-101
- 21 MDG is currently working plan to meet AF SG requirements and will

Meet with affected units to ensure seamless transition



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Medical Operations quadron Ops Update



***Lt Col Michelle
Adams***

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Medical Ops Sq Ops Update



■ **Staffing**

■ **Family Practice**

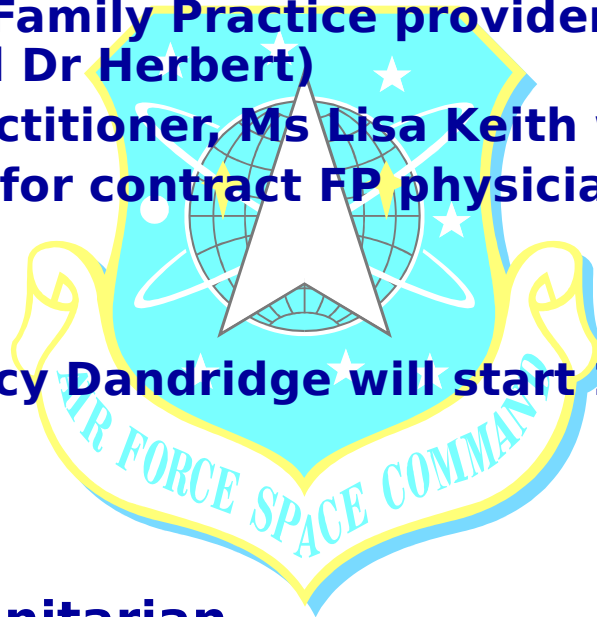
- **Anticipate 2 Family Practice providers in August (replacing Dr Young and Dr Herbert)**
- **FP Nurse Practitioner, Ms Lisa Keith will start end of May**
- **Interviewing for contract FP physician**

■ **Pediatrics**

- **New PNP Stacy Dandridge will start 15 June; Ms Franke to PCS**

■ **Events**

- **Panama Humanitarian**
- **AEF Deployment - May - Aug 06**
- **Remodeling in Family Practice**





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Medical Support quadron Ops Update

Lt Col Mark White

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Medical Support Sq Ops Update



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- **Pharmacy Changes/Improvement efforts**
- **Laboratory - Microbiology**
- **Facility Projects**





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Facility Projects

TSgt Buck Conner

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Facility Projects



■ Many projects in the medical buildings

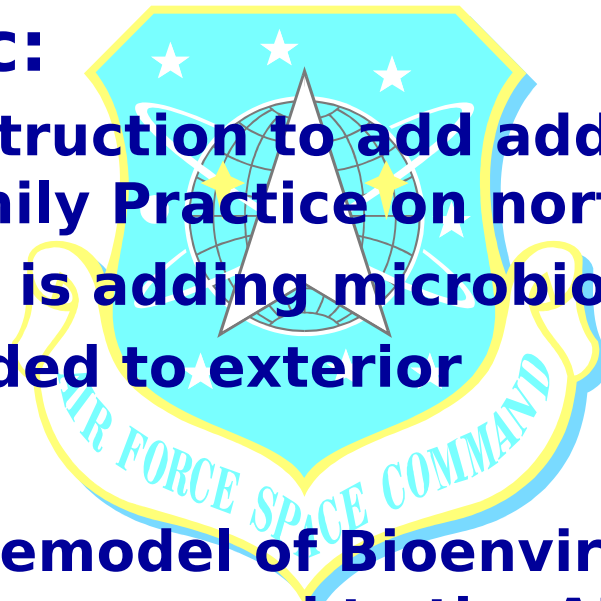
Be Aware--Be Safe

■ Main Clinic:

- Major construction to add additional 1500 sq feet to Family Practice on north side of building
- Laboratory is adding microbiology/interior work
- Gazebo added to exterior

■ Bio Bldg:

- Complete remodel of Bioenvironmental Bldg, Bio Flight has moved to the APU





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Pharmacy Update

Maj. Karamarinov

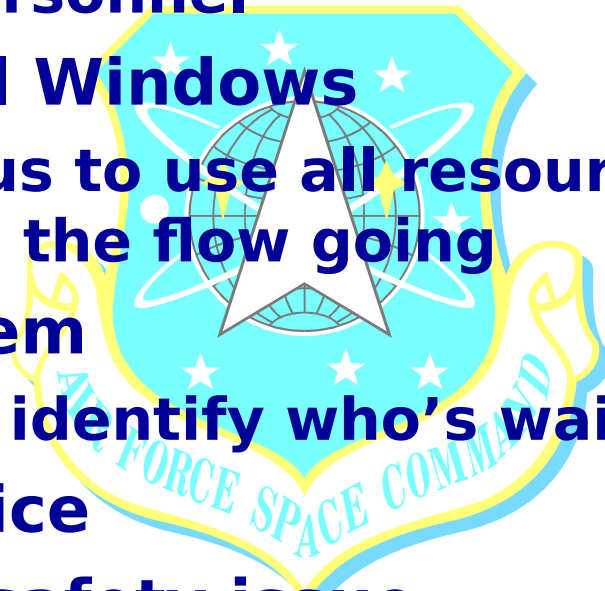
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Pharmacy Improvement Efforts



- **Internal Process Changes**
 - Narcotics/personnel
- **3 Operational Windows**
 - Will enable us to use all resources available to us and keep the flow going
- **Q-Matic System**
 - Allows us to identify who's waiting
- **Point of Service**
 - Patient safety issue





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Micro Biology Implementation

MSgt Maxwell

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Micro Biology Implementation



**Furniture Installation: Start date: 19 April
End Date: 30 May**

**IMPACT: Increased waiting time/Noise levels
Re-location of Pt bathroom door**

Micro Implementation Date: 1 June

Services Provided:

Direct culture of Urine and Throat specimens

--No longer sent to the AF Academy

**--Live update to provider on growth status of
bacteria**



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Patient Advocate

***Margaret
Zancanella***

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Patient Rights & Responsibilities



Why are they important to the 21st Medical Group?

- **The 21st Medical Group staff is committed to providing quality health care in a safe, customer friendly environment.**
- **Key to Our Mission to**
 - **Conduct ever-improving medical operations with an expeditionary focus and community commitment**
- **Driven by our Vision to be**
 - **The Most Trusted Team of Medics Defending the Nation**



Customer Service Initiatives



- Customer-Focused Service Training to Staff.
 - Uses Service Delivery Assessment (SDA) Comments to increase staff's empathy.
- Trained Patient Advocates throughout the 21 MDG to Respond to Concerns.
- On-line Resources:
 - Patient Rights & Responsibilities, Customer Comment Card, and Kudogram to Recognize "Above & Beyond" Customer Service.
 - http://www.peterson.af.mil/21sw/21mdg/PatientAdvocate/patient_advocate_program.htm



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Questions?

Colonel Mark Allen/All

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New Business

Colonel Mark Allen/All

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Commander's Closing Remarks

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Colonel Mark Allen

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Thank

You!

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